



career opportunity

Office of Technology Services

Network Support/telecommunications and Network Contracts Branch
Statewide Telecommunications and Network Division

Staff Information Systems Analyst (Specialist) \$5,166- \$6,793

Permanent/Fulltime

Final File Date: 7/17/15

Who Are We?

The Department of Technology's Office of Technology Services (OTech) is one of the largest suppliers of information technology services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, OTech delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier III data center.

The Statewide Telecommunications and Network Division provides a broad range of vital telecommunications, networking and consulting services to enable agencies and departments to utilize network technologies to better meet their business needs. Division staff works closely with external customers and internal service areas to provide voice, data, and video services through structured project management.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year. We value the importance of your work life balance. As a result, many of our positions allow for telework, flextime, or alternate work week schedules. We are committed to growing all of our talented staff. This position is located in Rancho Cordova with free parking.

What You'll Be Doing...

The Staff Information Systems Analyst (SISA) (Specialist) will, as an advanced technical specialist, perform or lead the development of the complex network services financial management and administrative efforts in support of the entire Statewide Telecommunications and Network Division (STND). Responsibilities include leading the division's budget development and tracking, preparing Budget Change Concepts (BCCs) and Budget Change Proposals (BCPs), leading Service Request Governance, ensuring accurate services billing, managing division cost centers, and developing network rates. The SISA also performs or leads the analysis and development of processes, procedures, and performance metrics; the development of project tracking and reporting methodologies; the development of the Network Service Catalog; and other detailed technical support tasks. The incumbent will analyze the impact of network and telecommunication service costs on the STND's budget and revenue.

For a more complete job description, click on this link to view the Duty Statement:
[Staff Information Systems Analyst \(Specialist\)](#)

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.



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Who We're Looking For...

We're looking for dedicated, talented individuals who possess the following skills, abilities, and can work in the following environment:

Knowledge of or familiarity with:

- Information systems hardware, software and network configurations.
- Principles of public administration, organization, and management.
- Networking technologies, components, and processing environments.
- ITIL Service Delivery and SDLC concepts and best practices.
- The State's administrative, IT/Telecom procurement, contracting, rate development and billing processes.
- Budget lifecycle; reports, drills, baseline development, projections, allotments and expenses.
- Governing policy/oversight source documents and state or federal oversight organizations.
- The Department of Technology Cost Center Management processes.
- Developing administrative/business processes/procedures with an understanding of data center Network Service Delivery and functionality of network components.
- Ability to analyze information and situations, reason logically, identify and solve problems, draw valid conclusions, and develop effective solutions.
- Ability to prepare effective technical or business analysis reports.
- Proficient in the use of Microsoft Excel.

How to Apply...

Interested applicants must submit a State application to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY
P. O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: De Ann/RPA # 14-268
Inquiries: Jennifer Tortorici, (916) 431-5470

When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application; otherwise, your application will not be processed.

To be considered for the position of a **Staff Information Systems Analyst (Specialist)** classification, you must first obtain eligibility through an examination process. Visit our Career Opportunities webpage at <http://cio.ca.gov/About/Careers> for information and instructions on the hiring process.

The Fine Print...

Applications will be accepted only from individuals currently at the **Staff Information Systems Analyst (Specialist)** level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. Training and Development Assignments may be considered. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.

